



Prospect Primary School Out of School Hours Care (OSHC) Information Booklet



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LOCATION AND CONTACTS

The Prospect Primary School OSHC operates at the Prospect Primary School.

Address: 27 Gladstone Road, Prospect, SA, 5082

School Phone: 08 8344 5696

School Fax: 08 8344 2993

School Email: oshc.PPS87@schools.sa.edu.au

General Information

PHILOSOPHY

At Prospect OSHC we aim to provide high quality child care that promotes learning and development with particular emphasis on play, social interaction and reaction. We aim to provide high quality child care that meets the needs of the children, parents, care providers and the community. We believe that the quality care values, respects and encourages the individuality and the relationships of all the children, including children from diverse backgrounds and children with additional needs. We aim to provide high quality care in a nurturing, safe and comfortable environment where children can enjoy a range of experiences provided by professional and caring educators. Each child will be treated as an individual in a friendly atmosphere where positive self-esteem is enhanced and curiosity and initiative will be fostered.

May 2016

SESSION TIMES

Before School Care: 7.00am – 8:45pm

After School Care: 3:00pm – 6:15pm (Rosary students)

3:15pm - 6:15pm (Prospect Primary students)

Vacation Care and Pupil Free Days: 7.00am – 6:15pm

WHO CAN USE THE SERVICE?

This service provides care for students in reception to year seven who attend Prospect Primary School or Rosary School. Care for children with special needs will not be discriminated against and will have access to the service where a place exists and the child can be cared for within existing or available resources.

PROCEDURES

BOOKINGS

Permanent bookings

To make a permanent booking a booking form needs to be filled in. A separate form for each term needs to be filled in and returned to OSHC staff. You will find these forms on the table by the front door in the Performing Arts Room.

Casual bookings

To make a casual booking please send a text message with the date and session you would like to book.

VACATION CARE

A Vacation Care program will be available for collection from the Performing Arts Room a few weeks before the Vacation Care period is to commence. This form needs to be correctly filled in and returned to the OSHC service by week 10 of the school term previous to the Vacation Care Period.

COMMUNICATION WITH PARENTS

When you pick up your child, you are asked to initial the Sign In Register. If a staff member needs to talk to you about something that happened during that session a note requesting you to talk to the relevant staff member will be made alongside your child's name.

Two notice boards are located at the OSHC service; one by the front door and one on the back wall. Notices of immediate concern are put on the notice board by the front door. General notices are put on the notice board on the back wall.

All other communication is made via text message, phone call, and email.

Communication Of First Aid

If your child has required medical treatment or been involved in an incident a note requesting you to talk to the relevant staff member will be made alongside your child's name.

In the interests of confidentiality, no information other than a request to talk to a staff member will be noted.

PROGRAM

Our service provides child-centred programs. All programs are linked to the standards stated in EYLF (Early Years Learning Framework) and ACARA (Australian Curriculum, Assessment and Reporting Authority). The programs are planned for all children and incorporate children's ideas. They include experiences that allow children to practise skills and extend interests, as well as try new stimulating experiences. The program provides children with choice and variety (e.g. indoor/outdoor, quiet/active, group/individual). It encourages flexibility and extends on spontaneous child-initiated experiences as well as an opportunity to complete homework. Our program is evaluated routinely, evaluations are kept and given consideration

when planning and noted for future reference. Programs are displayed on the parent notice board. They are available for you to read through. We appreciate and value your ideas & feedback to help us maintain a safe, enjoyable and stimulating program.

DELIVERY AND COLLECTION OF CHILDREN

Before School Care

The custodial parent (including guardian or authorised person) must record and initial the arrival of their children at the start of Before School Care or Pupil Free Days in the Sign in Register. The Register is located in the Performing Arts Room by the door.

From 8:30am, Year 2-7 Prospect students, leave care and play in the yard as there is a teacher on duty.

At 8:45am the Reception and Year 1 Prospect students are walked to their classrooms,

Rosary students are walked to their school by an OSHC staff member at 8.25am for the start of school.

After School Care

Rosary students will be met by an OSHC worker at 3.00pm at Rosary, at the agreed collection point before the end of the school day.

All Prospect Primary Reception and year 1 students will be collected from their classrooms before the end of the school day.

Year 2 to 7 students are required to go straight to the Performing Arts room at the end of the school day.

All children coming to After School Care (ASC) will be signed in by an OSHC staff member.

Collection of children

The custodial parent (including guardian or authorised person) must record and initial the departure of their children at the end of After School Care, Pupil Free Days or Vacation Care Days. This record will be kept in the Performing Arts room by the door.

Children can only be collected by authorised persons as stated on their enrolment form.

If an unauthorised person will be collecting your child/ren please contact the service to advise and confirm who will collect the child/ren. If the person collecting the child/ren is not known to the service they will be required to provide proof of their identity.

EXPECTATIONS OF FAMILIES

Families have a responsibility to:

- be familiar with and comply with the policies and procedures of the service
- ensure that the service is informed of any changes to information provided on the enrolment form
- inform the OSHC staff of the child’s behaviour and management needs
- collect their children on time

We encourage parents/caregivers to support the OSHC service at any level that they feel comfortable by either contributing ideas, contributing resources, giving feedback or joining the Management Committee.

FEE PAYMENT

Costs For The Service

The fees for the OSHC service are a flat rate. The current costs for the OSHC service are as follows:

(These costs are before the Child Care Benefit has been subtracted)

- Before School Care Sessions: \$9
- After School Care Sessions: \$17.50
- Vacation Care and Pupil Free Days Full day: \$46

Payment of fees

All accounts will be emailed. Please ensure we have your current and correct email address.

If you do not have an email address the account can be collected from the centre or mailed to you.

Fees must be paid on a weekly basis preferably before the start of the week where you will require care.

Payment Options

Our preferred method of payment is Direct Debit using the following banking details

Account: Prospect Primary School Out of Hours Care

BSB: 105-037

Account number: 063387240

Bank: Bank of SA

Please ensure that any Direct Debit payments are easily identifiable – please mark with child/rens name and the account holders name.

Payment can also be made in person at the OSHC Director's Office by cash, or credit card.

Cancellation

It is a family's responsibility to notify the OSHC staff of all cancellations. Please cancel any sessions where your child/ren are booked but will not be attending.

Cancellations must be made with 24 hours' notice before the session is to commence.

- Before School Care: For Prospect Primary and Rosary students: 7.00am the day before the session (24 hours)
- After School Care: For Prospect Primary students 3.15pm the day before the session (24 hours), and for Rosary students 3.00pm the day before the session (24 hours).
- Pupil Free Days and Vacation Care: For Prospect Primary and Rosary students: 7.00am the day before the session (24 hours)

Notification must be given *VIA A TEXT MESSAGE* to the OSHC phone number. This enables staff to accurately document the time that you cancelled your booking. Cancellations that are not made within this time frame will be charged.

If the child is suddenly taken ill the day of the booking or is taken home from school due to illness on the day of the booking, please notify the OSHC Service phone with a text message. In this circumstance you will not be charged for the booking.

If no notification is given, the session will be charged.

Cancellations are important because of specific staffing ratios required during OSHC hours.

Child Care Benefit

- Child Care Benefit is a subsidy provided by the Australian Government to Child Care services so they can reduce the fees families pay for childcare.
- Parents may apply for Child Care Benefit by contacting the Family Assistance Office on 136 150.
- The Child Care Tax Rebate covers 50% of family's out-of-pocket expenses up to a maximum amount per child per financial year.
- Child Care Tax Rebate will be paid quarterly or as a lump sum at the end of the financial year.

Late Collection Fee

Families are asked to note that the OSHC closes each night at 6:15pm. Please contact the service if you have been unavoidably detained to avoid the \$1/minute after 6:15pm fee.

Late payment of Fees

Families are asked to note that when fees fall behind a week, care can be cancelled unless there has been a discussion with the Directors and an alternative arrangement made to pay outstanding fees.

If your account is overdue, a reminder notice will be sent from the Management Committee regarding outstanding fees. If the fees are not paid forthwith, families will be required to find alternative care.

School Council has the right to take legal action to recover outstanding fees.

If you have difficulty paying your fees, please do not hesitate to contact the Directors, as they may be able to help.

FOOD & NUTRITION

Food provided at our service meets the Healthy Food Guidelines.

The menu will be displayed.

Water is readily available at all times for children.

We have children that have allergies including children with a NUT Allergy. We therefore ask that NO nuts or nut products are to be brought to the service.

If your child has dietary needs, please indicate this on your enrolment form and discuss with the Directors.

Out of School Care

- Breakfast, provided by the service will be available between 7.00am and 8:15 am.
- It will always include a choice of wholegrain cereals and breads as well as fresh fruit, yoghurt and orange juice.
- Afternoon tea will be provided by the service and always include fresh fruit, vegetables and wholegrain carbohydrates.

Vacation Care

- Breakfast, provided by the service, will be available between 7.00am and 8:15 am.
- A packed recess and lunch needs to be brought. NO nuts or nut products are to be brought to the service.
- Afternoon tea will be provided by the service and always include fresh fruit, vegetables and wholegrain carbohydrates.
- Children will be able to have additional fruit snacks.

NON – ARRIVAL OF A CHILD AT OSHC

If a child booked in for the care session has not arrived within 15 minutes after school has finished, the staff will:

Check the immediate area to locate the child.

- Ask the child's friends if the child was at school
- Call the school front office to check if the child was at school.
- Contact the child's teachers to determine if they have any information about the child's after school movements
- Ring the child's parent/s and emergency contact details to check if arrangements have changed
- If the child cannot be found, the designated staff member will ensure that the child's family and the police are informed.
- Police Call Centre 131 444
- When the child has been located, the information is to be shared immediately with those who may be assisting to locate the child.

MANAGEMENT COMMITTEE

Our service is a Commonwealth Government approved non-profit Child Care Service. The Service is run by a voluntary Management Committee for the Prospect Primary School Council Incorporated.

The Management Committee will have representatives from the Governing Council, School Leadership, the Directors and representatives from the families using the service.

We have a Management Committee Meeting that meets once a term. Everybody is welcome to attend the Management Committee or if you cannot attend, please feel free to provide feedback.

For further information on our Management Committee contact the Directors.

PARENT CONCERNS

If a parent has an issue or a concern with a staff member they can raise their grievance with the Directors.

The Directors will be happy to discuss any aspect of your child/ren's care. All concerns will be dealt with in a confidential and professional manner.

If the issue still is not resolved, the Directors may offer to take the matter to the management committee for guidance or the parent may write directly to the management committee to explain the issue.

If there is a concern with the Directors, you can raise a grievance with the Principal who is the Director's Line Manager.

OSHC POLICIES

A full copy of all of the service's policies is available for parents to access. If you are interested ask a staff member to show you them.

AVALIABILITY OF CARE

The service is licensed for a maximum of 100 students. Our aim is to ensure that we can offer a child care service to all families within our school community. Prompt notification of care needs will assist us in ensuring that we have an appropriate level of OSHC staff for all families requiring care.

Where access to care places is limited our decisions will be subject to Commonwealth Government

Priority of Access guidelines;

Priority 1: A child at risk of serious abuse or neglect

Priority 2: A child of a single parent who satisfied or of parents who both satisfy the work/training/study test

Priority 3: Any other Child.

Within each priority mentioned above, the following children are to be given priority: children in Aboriginal or Torres Strait islander families, children in families that include a person with a disability, children in families on lower income, children in families with a non-English background, children in socially isolated families and children of single parents

CONFIDENTIALITY

Our Service is committed to supporting the confidentiality of information. The service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

BEHAVIOUR MANAGEMENT POLICY

Prospect Primary School OSHC has the responsibility to provide children a safe and nurturing environment. This includes managing student behaviour to ensure unacceptable behaviour does not cause harm, injury or poor wellbeing to students.

Policy statement: When unacceptable behaviour is displayed by a student, a OSHC staff member will follow the Behaviour Management Policy to manage and monitor the behaviour:

- 1)** Prospect Primary School OSHC has a zero tolerance to violence. Any physical or verbal behaviour which has the intent to harm another will result in the parent being called and asked to collect their child. Racial remarks, discriminating remarks, and any other type of remark that causes offence will be dealt with in the same way.
 - 1a)** When contact priority 1 is non-contactable by phone contact priority 2 will be called and asked to collect the child.
- 2)** When inappropriate behaviour is displayed by a student that is not of an immediately dangerous manner the following steps will be taken by staff:
 - The student will be given a warning and the opportunity to change their behaviour.
 - If the student does not take the opportunity to change their behaviour they will be asked to sit out on a chair between the office door and the kitchen door for an amount of time deemed appropriate. They can then return to their activity.
 - If again the behaviour is not improved they will be asked to return to the chair for another period of time deemed appropriate. They will then be asked to fill in a Behaviour Reflection Form. This form must be

signed by the relevant staff member and the parent upon collection.

- When 5 reflection forms have been accumulated a phone call will be made to the parent to discuss the students ongoing poor behaviour. The student will be suspended from attending the service for a negotiation amount of time.

3) Staff **MUST** monitor all behaviour and put in place measures that are appropriate whether that be separating students into different areas, banning a certain activity, talking to students about behaviour, etc.

ELECTRONICS POLICY

ALL electronic equipment is banned from OSHC/Vacation Care, with the following two exceptions:

- Mobile Phones: ALL phones are to be switched off & kept in the child's bag. If parents wish to contact their child during OSHC/Vacation Care time, please ring the OSHC phone number
- iPads/Tablets: iPads/Tablets may only be used by students when they are being used as a tool to address a medical issue, and a discussion has been had between the child, the parents and the Directors about the usage of the device.

Parents are asked to note that any valuables that are brought to OSHC are at the owners own risk with no liability taken for any damage.

INCLUSION POLICY

Our Service is actively committed to inclusion, that children of all ability levels and cultural and ethnic backgrounds have the same intrinsic value and are entitled to the same opportunities for participation, acceptance and belonging in child care. Our service aims to provide positive experiences and promote positive attitudes in children about ethnicity, race, skin colour, gender and ability in relation to self and others.

MEDICATION

No patent medicines (Panadol etc) will be given to children. Prescribed medicines can only be administered if a Medical Plan has been completed. Prescribed medication needs to be provided to the staff in the original container-showing child's name, dosage and expiry date. Medications will be kept in the Directors office. Please ensure we always have up to date details regarding your child's medication and health condition.

FIRST AID POLICY

OSHC staff will administer first aid to your child as required. Any assistance your child receives will be noted in the First Aid folder and a note will be placed in the Sign in Register next to your child name. You will be required to sign a First Aid Form indicating your acknowledgment of what happened and the assistance given. Where children require additional medical treatment, parents /emergency contacts will be contacted to seek further advice or to ask for children to be collected.

ILLNESS AND EXCLUSION FROM OSHC

The three most important ways of preventing the spread of infectious disease are:

- Effective hand washing
- Exclusion of sick children
- Childhood Immunisation

Children and staff with infectious diseases will be excluded from the service in accordance with current Guidelines. If a child is unwell at home or becomes unwell at school, parents are asked not to send the child to the service, but to make alternative arrangements for their care.

In the case of having the Gastro Virus, children are not permitted to attend the OSHC for 24 hours after the child has last vomited or had a bowel movement of concern.

SOCIAL ETIQUETTE

Staff have the right to feel safe in their workplace. Therefore, we reserve the right to refuse service to parents who speak and behave rudely or aggressively. Staff will endeavour to always approach parents in a professional manner and we ask parents do the same. Please refer to the Parent Concerns above for the procedure to take if a problem with a staff member arises.

*We look forward to having you as a member of our OSHC
Community!*

